

MEDICAID AUDIT TIPS

Presented by:



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Medicaid Audit

- In order to make sure your record keeping is adequate, look to the Medicaid provider handbooks for claim requirements
 - Medicaid audits are typically conducted by the AHCA rather than a private contractor
 - As Medicaid recipients move to managed care plans, private auditors may become more prevalent
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Medicaid Audit Process

- Requests for records
 - Preliminary audit report
 - Final audit report
 - Mediation
 - Formal administrative hearing
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When Providing Records

- All correspondence from AHCA should be taken seriously
 - Read the audit letter carefully and provide all the information requested in it
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Responding to an Audit

- Verify the address of the site visit is correct
 - Call the auditors to discuss:
 - Visit will take place at correct office location
 - What they will be auditing
- 


Responding to an Audit

- Have attorney present at the site visit
 - Make sure the appropriate administrative personnel are in that location
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Responding to an Audit

- Conduct a self-inspection of your office
 - Make sure all displayed licenses, permits, and certificates are current
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Responding to an Audit

- Verify all patient records are properly secured and your medical record storage is HIPAA compliant
 - Set auditors up in own room with appropriate accommodations
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Responding to an Audit

- Ask auditors for identification and obtain business cards
 - Keep copies of every document you provide to the auditors
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Responding to an Audit

- If the records needed by the auditors are in a different office, don't stress out getting them right away
 - Don't guess answers to questions
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Responding to an Audit

- Do ask questions of the auditors regarding what they are auditing, any “hot issues,” timing of audit, etc.
 - Do not volunteer information regarding suspicions of wrongdoing or incorrect billing
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Responding to an Audit

- Have your employees available to speak with the auditors
 - Lend this matter your personal attention; do not delegate it to administrative staff
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Providing Records

- Label copies of each medical record you provide and page number everything you provide the auditors
 - Keep good copies and document your transmittal of documents
 - If you need more time to forward records and documents to the auditors, request it by telephone and confirm in writing
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Providing Records

- Send all communications to the auditor by certified mail, return receipt requested
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